



COMMISSIONER
James R. Hine

November 17, 2004

To: Community Care for the Aged and Disabled (CCAD)
Primary Home Care (PHC) Program Providers

Subject: Department of Aging and Disability Services (DADS)
Provider Services
Information Letter No. 04-44
Formal Monitoring Reviews for Primary Home Care Program Providers

Effective January 1, 2005, Texas Department of Aging and Disability Services (DADS) contract staff will begin conducting formal monitoring reviews for Primary Home Care Providers.

As indicated in Information Letter 04-23, contract staff will use the revised Form 3059, Primary Home Care Program Fiscal Monitoring Guide and Form 3858, Primary Home Care Program Contract Compliance Monitoring Guide beginning December 1, 2004. However, any reviews conducted during the month of December will only be for testing purposes. Each region will assign at least one to two contract staff to conduct one informal review during the month of December to test the revised monitoring forms.

The following monitoring procedures will be utilized during the month of December. The review month for fiscal and compliance will be October 2004. To ensure that contract staff have the opportunity to review each standard, provider agencies are being asked to provide 25 client cases for the informal review. If the provider agency being reviewed does not have at least 25 clients, please provide up to 25 client cases. Consider the following actions that have occurred during the month of October 2004 when selecting the cases:

- initial referrals and initiation of services
- retroactive cases
- service plan changes
- annual reauthorizations
- service interruptions
- the scheduling of IDT meetings
- investigating and resolving complaints

Contract staff will bring a list of 25 client cases to be reviewed for provider agencies who do not have their selected client cases available at the time of the scheduled visit. Each region will schedule the informal review with provider agencies being reviewed in

December. An entrance conference and pre/formal exit conference will not be held during the informal review. Contract staff will compile results and submit them to state office staff. An information letter will be sent to all PHC Program providers in December to share the results and outline problems found during the informal review.

The revised monitoring forms and instructions can be accessed no earlier than December 1, 2004, at the website below:

<http://www.dads.state.tx.us/forms/providers.asp>

The review period for formal monitoring reviews conducted in January and February, 2005 are as follows:

<u>Review Conducted</u>	<u>Fiscal Review Month</u>	<u>Compliance Review Period</u>
January 2005	November 2004	November 2004
February 2005	November 2004	November and December 2004

Contract staff will resume review of full review periods for all formal monitoring reviews conducted after February 28, 2005.

As indicated in Information Letter 04-23, a computer based training (CBT) for the revised monitoring forms and the Primary Home Care Program rules are available for provider agencies to access at any time. With the creation of DADS, effective September 1, 2004, please note the new website address for provider agencies to access the CBT: <http://www.dads.state.tx.us/business/CBT/index.html>

Provider agencies who have already downloaded the CBT to their computer prior to September 1, 2004, will need to replace it by going to the new CBT link and downloading the new version. Although the content of the course has not changed, downloading this new version will point all links to the new DADS locations.

Please contact your contract manager if you have any questions regarding this information.

Sincerely,

[signature on file]

Barry C. Waller
Assistant Commissioner
Provider Services

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